

Job Description

Job Title:	Director, Undergraduate Operations
Department:	Science Undergraduate Office
Reports To:	Associate Dean, Undergraduate Studies
Jobs Reporting:	Academic Advisor (5 positions), Academic Integrity Specialist, Academic Officer, Academic Services Coordinator, Student Engagement Coordinator
Salary Grade:	USG 12
Effective Date:	June 2023

Primary Purpose

Under the general guidance of the Associate Dean, Undergraduate Studies (ADUS) and working closely with three other Associate Deans involved in the delivery of undergraduate student experience in Science, the Director, Undergraduate Operations provides high-level leadership and strategic advice to ensure that Waterloo Science offers the single best Science education experience in Canada. As the most senior staff leader across four Associate Dean portfolios, in total, the incumbent takes a holistic approach to ensure that the Faculty of Science has the right structure and resources to deliver its student-centric vision. The Director coordinates with a wide range of stakeholders including Departments/Schools and academic support units, and influences decision-making to provide a streamlined, integrated, first-class student experience.

The Director plays a critical role in strategic planning relating to student experience, and is responsible for translating strategies into actions to drive results. The incumbent acts on behalf of ADUS as appropriate and will participate in University-wide committees and initiatives on behalf of Science. Among many responsibilities outlined below, the Director is responsible for the day-to-day operations of the Science Undergraduate Office (SUO), and supports the operations of the other Associate Deans' portfolios as required.

Key Accountabilities

Integrated Operational and Planning Leadership, including but not limited to:

- Acts as the senior advisor to the Associate Dean, Undergraduate Studies (ADUS) and several other Associate Dean portfolios on matters related to undergraduate operations, academic processes, student experience for all Science students including students on exchange
- Synthesizes strategies and plans across multiple Associate Dean portfolios to facilitate change while minimizing duplication of effort
- Acts on behalf of the ADUS where appropriate; coordinates efforts of various Associate Deans in the Faculty of Science in committee meetings at both the faculty and university level
- Supports the planning and execution of strategy as it relates to student experience
- Coordinates efforts across various Associate Dean portfolios to provide best-in-class integrated student support
- Is responsible for leading special projects that have a transformative impact on student experience across the faculty at large
- Influences decision making across traditional boundaries within Science and across campus
- Collaborates with Science Computing and other stakeholders to enable technology and optimize and streamline operations

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- Develops knowledge, know-how and business intelligence to develop insight and vision to support recruitment, retention, and student experience in post-secondary education
- Collaborates across the faculty and university to enable a thriving student experience and support prospective and incoming undergraduate students
- Is knowledgeable of barriers to student success (systemic, historic, issues of access) for underrepresented or non-traditional students and students who are academically at risk. This knowledge is used to inform strategy development and evaluation of programs and services
- Supports the work of and serves on committees and councils at the direction of the ADUS and senior leadership as required
- Has a thorough understanding of the mandate, constitution and by-laws of various committees and councils; knowledgeable of processes required for new programs, academic policy changes, calendar management

Human Resources Leadership, including but not limited to:

- Is responsible for the management of staff which involves supervision, recruitment, training and development, performance management and evaluation, promotion, professional development, retention, and application of discipline as required
- Maintains employment files, work schedules, approves vacation in accordance with relevant policies
- Oversees and ensures processes are in place for recruitment, hiring of temporary employees, co-op students, etc.
- Recognizes the expertise of existing staff and motivates and engages to achieve common purpose and best practice in service excellence
- Develops and implements strategies to build and maintain a high-performance team
- Provides strategic advice and high-level human resources management skills to develop, coach and mentor the management team in the SUO. The incumbent develops processes, builds on community and best practices to ensure operational efficiency

Financial Management and Oversight, including but not limited to:

- Manages and oversees the financial resources of the SUO (budget over \$1.5M); provides advice and input to the ADUS regarding planning, overall expenditures, and contributes to the development of integrated budgets for strategic priorities
- Ensure that finances are soundly managed including reconciliation
- Designs and implements internal processes and documentation to ensure compliance with university policies
- Monitors overall performance (over 5000 FTE in BSc programs in Science; over 1600 FTE in SUO-supported programs); implements operational efficiencies and improvements that enhance student experience
- Coordinates strategic plans while considering needs of resources including space, finances, human resources, and information technology
- Directs the planning and execution of special events for new student transition and provides guidance to teams across academic support units
- Co-manages and oversees the data-collection and document-creation processes for, program reviews and external site visit for Honours Science and General Science

Academic Support and Advising Leadership, including but not limited to:

- Oversees training and provides leadership to academic advisors within the SUO
- Leads Advisor Forum, with advisors from all academic units, on topics such as recruitment, admissions, orientation, scheduling, academic matters, academic integrity and discipline matters, student experience and counselling

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- Develops, monitors and reports on student service delivery standards (over 3000 meeting requests and over 20,000 emails annually in science.advisor account in SUO)
- Supports the unique needs of cross-functional teams, recognizing unique needs, identifying challenges, and proposing robust and innovative solutions
- Provides leadership in coordinating teams within undergraduate operations; takes a holistic approach and applies integrative thinking
- Liaises with senior leaders in Academic Support Units (ASU) and other Faculties; demonstrates strong understanding of academic programming to confidently communicate the unique needs of the faculty at the institutional level
- Stays abreast of trends in post-secondary education sector
- Ensures best practice student data, current research and student input to help inform and shape the design of programs, services, and resources
- Represents and supports the faculty's reputation for excellence in academic programming through membership in professional associations, networking, social media, conferences

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Undergraduate degree in STEM areas required. Masters preferred. Academic credentials in business, human resources management are considered an asset.

Experience

- Exceptional problem-solver, with skills in perceiving and synthesizing multiple data points and perspectives and working with partners to manage complex projects and equitable solutions
- Highly developed strategic and analytical skills; ability to analyze complex information, draw correct conclusions, and articulate clear and focused next steps
- Several years' experience as a senior administrator managing a large-scale setting, preferably in a postsecondary environment with demonstrated experience managing and coaching direct reports to success
- Proven ability to identify problems and to manage difficult situations by probing for information, analyzing complex situations, and providing innovative solutions
- Proven ability to respond quickly and decisively in crisis situations in a calm, reasonable and empathetic manner
- Excellent human relations skills including the ability to build consensus, develops and maintains constructive relationships
- Persuasive and empathetic written and oral communicator, with the ability to adapt to the audience's values and unique needs

Knowledge/Skills/Abilities

- Ability and inclination to nurture and maintain strong relationships with a wide range of stakeholders across the faculty and university, as well as locally, provincially, and nationally
- Proven experience working effectively in a highly collaborative environment
- Demonstrated ability to lead others without the benefit of a formal reporting relationship
- Must be able to take ownership of projects of duration of several months; utilize excellence in independent judgement as priorities are challenged

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- Proven ability to exercise political savvy, influence, negotiate, and develop relationships at multiple levels and across a wide range of personalities and functions
- Demonstrated ability to communicate clearly, work collaboratively, build consensus and be sensitive to the needs and interests of various stakeholders, both within the faculty and across the institution
- Outstanding skills in building relationships and maintaining open lines of communication to foster and maintain trust in individual and team settings
- Demonstrated success in managing change proactively
- Highly attuned to trends and directions within postsecondary education sector, with a demonstrated globally minded, innovative orientation
- Demonstrated comprehensive understanding of academic programs in Science, procedures, and policies at the undergraduate level
- Possess effective advising abilities and genuine interest in providing academic advice
- Strong technical skills including an ability to understand the limitations and capabilities of a breadth of systems and to capitalize on technology to enhance undergraduate operations
- Demonstrated strength in working collaboratively with teams and both internal and external service partners to co-create sustainable service systems
- Strong organizational and time management skills as well as excellent attention to detail are essential in the role

Nature and Scope

- **Contacts:** Contacts include Associate Deans, Faculty Executive Officer, Chairs, Directors, Associate Chairs, Program Directors, academic advisors, Cooperative Education; Registrar's Office, Student Success Office, Campus Wellness, Human Resources, Finance, Secretariat
- **Level of Responsibility:** Leadership within the SUO team for setting policies, processes, strategic goals, etc. Acts on behalf of the Associate Dean, Undergraduate Studies as required to influence, inform, and persuade at cross campus and faculty specific councils; accountable for ensuring policies and best practices align with university policies
- **Decision-Making Authority:** Represents the SUO at cross campus and faculty initiatives; develops policies and processes; determining which issues can be resolved internally and which need to be escalated to the Associate Dean, Undergraduate Studies, senior leadership council and Dean of Science
- **Physical and Sensory Demands:** Minimal demands typical of leadership positions operating within an office environment
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a leadership position exposed to stress and pressure associated with senior level responsibilities